

***United States Department of Agriculture (USDA)  
eGovernment Program***

***USDA eAuthentication Team  
IdentityMinder 6.0 Help Desk  
Guide***

April 24, 2006





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## Revision History

### *Previous Change History*

*Table a – Previous Change History*

| Version | Date    | Author            | Comment                         |
|---------|---------|-------------------|---------------------------------|
| 1.0     | 3/17/06 | Carriann Ashcraft | Initial Development of document |
| 1.1     | 3/29/06 | Carriann Ashcraft | Updated Screenshots             |
| 1.2     | 4/10/06 | Carriann Ashcraft | Updated Screenshots             |
| 1.3     | 4/11/06 | Carriann Ashcraft | Updated from Peer Review        |
| 1.4     | 4/24/06 | Carriann Ashcraft | Updated Screenshots             |

### *Document Sign-off*

*Table b – Document Sign-off*

| Date    | Name                   | Title                               |
|---------|------------------------|-------------------------------------|
| 4/12/06 | Nandini Krishnamoorthy | Developer                           |
| 4/12/06 | Todd Kaywood           | Business Administration Manager     |
| 4/14/06 | Kelly Frisby           | Help Desk Agent                     |
| 4/20/06 | Matt Perry             | eAuthentication Development Manager |



## **1 Introduction**

### **1.1 Introduction**

Through legislated mandate, the United States Department of Agriculture (USDA), where practicable, must provide electronic alternatives to traditional paper-based processes. The first step in this is correctly identifying and authenticating users on the Internet. The three principal acts relevant to this policy are:

The Government Paperwork Elimination Act (GPEA)

The Electronic Signatures in Global and National Commerce Act (E-Sign)

The Freedom to E-File Act

The USDA eAuthentication solution provides authentication services for online applications. Managed by the USDA Office of the Chief Information Officer (OCIO), eAuthentication is an enabling process and technological foundation that will help USDA achieve its goals and objectives for eGovernment by supporting all USDA eGovernment initiatives and applications.

### **1.2 Audience**

This document is intended for the use of all eAuthentication team members using the Help Desk functionality within IdentityMinder. This document will only cover the eAuthentication Help Desk tasks of the IdentityMinder 6.0 upgrade.

### **1.3 Scope**

This document is intended for the internal use of the USDA eAuthentication. This guide will be distributed to the eAuthentication Help Desk team to show them how to use the Help Desk role in IdentityMinder 6.0.



## **2 Document Overview**

### ***2.1 IdentityMinder 5.6 to 6.0***

The latest version of IdentityMinder (IdentityMinder 6.0) will be migrated into the production environment the beginning of May, 2006. This migration will include overall functionality and interface updates for Application Admin, LRA, Help Desk, and My Account operations.

### ***2.2 Organization of Document***

This document will present how the Help Desk functionality for the tasks listed below has changed from the IdentityMinder 6.0 upgrade.

- Designate LRA Role
- Reset User Password – Help Desk
- View User Help Desk
- Enable/Disable User

### ***2.3 General Changes***

The initial screen in IdentityMinder has changed from a list of root links in 5.6 to a drop down menu in 6.0.

Depending on the number of tasks assigned to your account, tasks will be listed on the left navigation bar, or listed in categories along with the appropriate tasks.



### 3 Help Desk Tasks

#### 3.1 Designate LRA Role

This task is used to assign the LRA Role to a user.

*Figure 1 – Go to “Help Desk” and click on “Designate LRA Role”.*

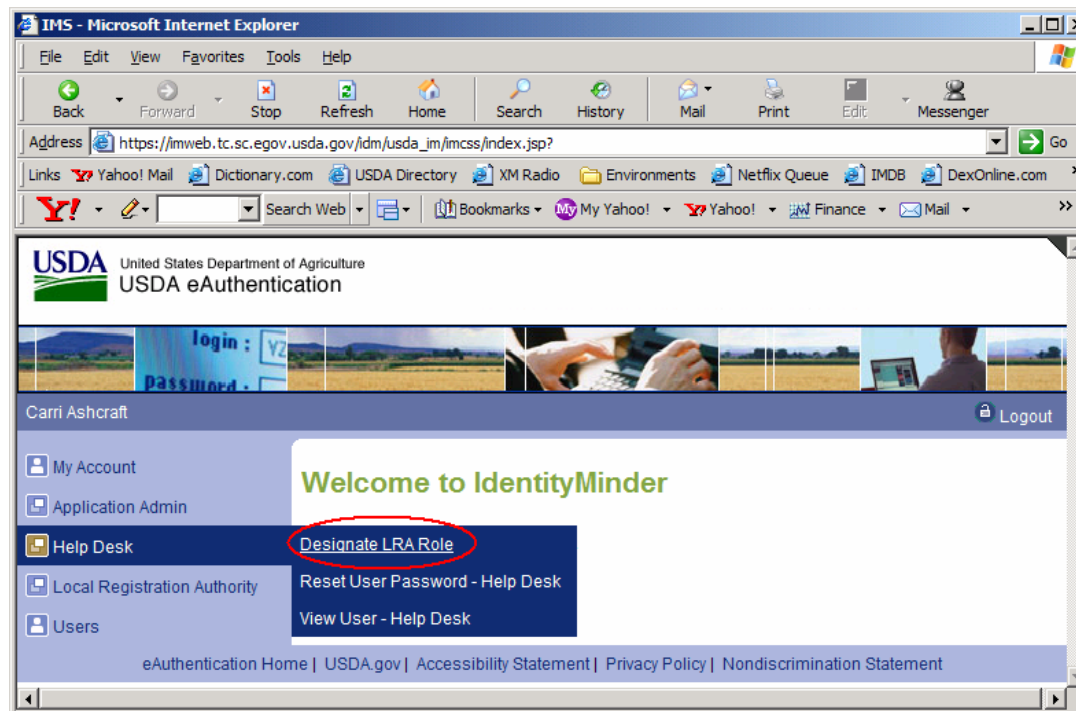
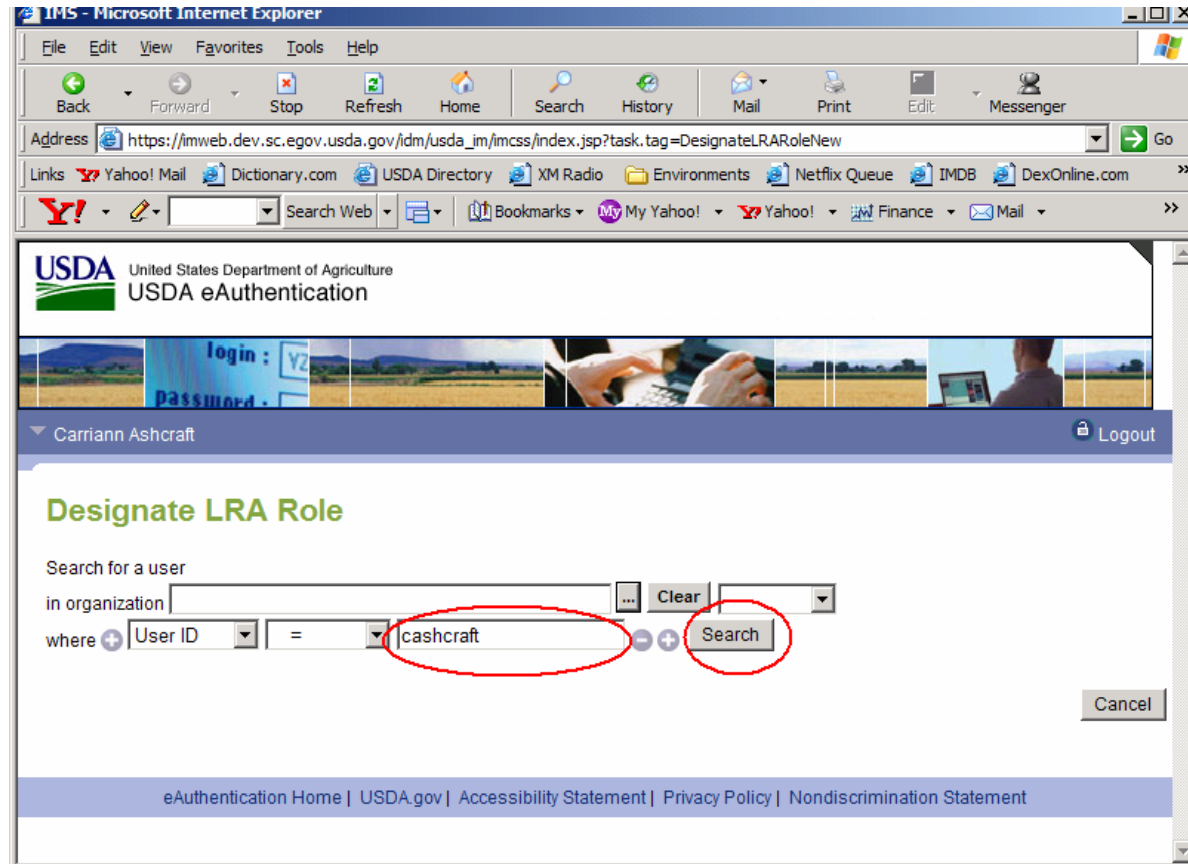


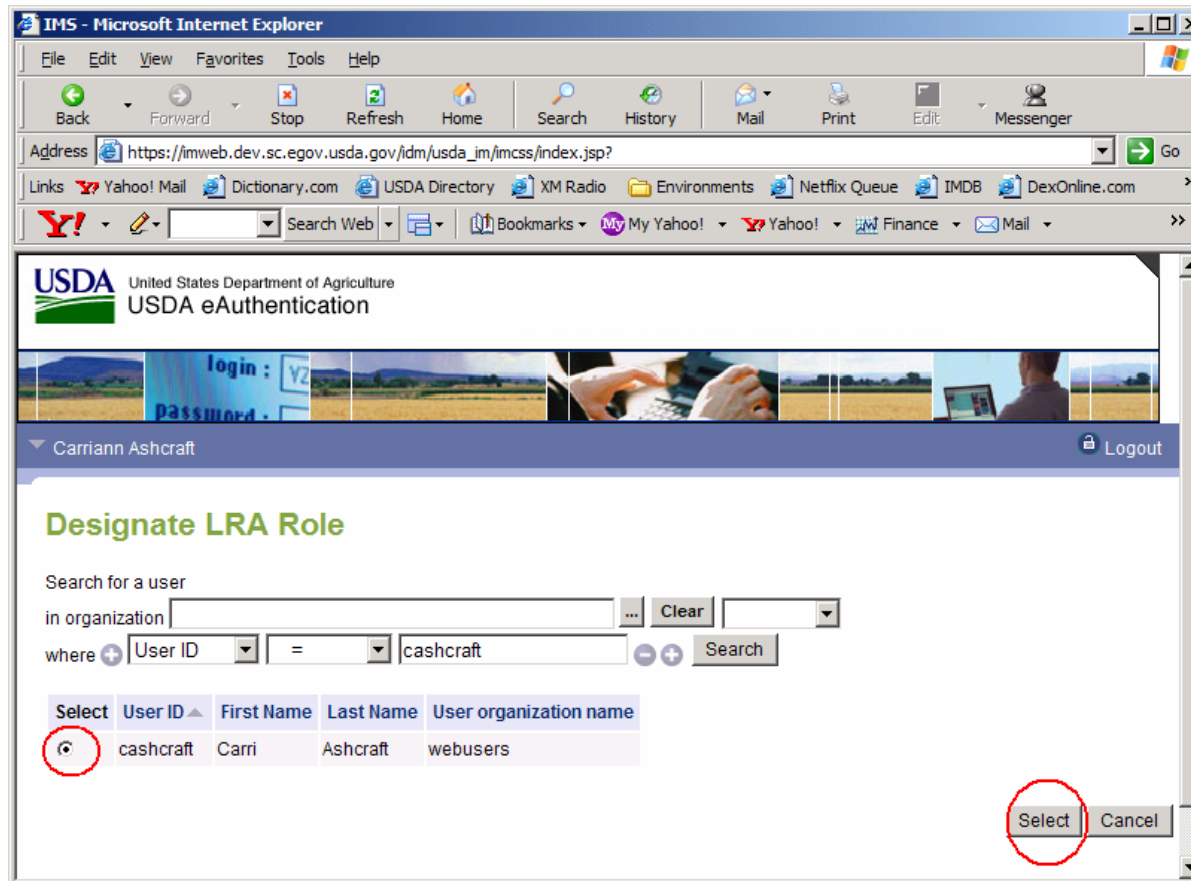
Figure 2 – Enter a name in the third box at the bottom according to the variables next to “+” on the left. When done, click “Search”.  
If you would like to return to the main screen, click “Cancel”.



The screenshot shows a web browser window with the URL `https://imweb.dev.sc.egov.usda.gov/dm/usda_im/imcss/index.jsp?task.tag=DesignateLRARoleNew`. The page header includes the USDA logo and the text "United States Department of Agriculture" and "USDA eAuthentication". Below the header is a navigation bar with a "Logout" link. The main content area is titled "Designate LRA Role" and contains a search form. The form has three main sections: "Search for a user", "in organization", and "where". The "where" section contains a dropdown menu with "User ID" selected, followed by an equals sign, a text input field containing "cashcraft", and a "Search" button. The "Search" button is circled in red. There is also a "Cancel" button at the bottom right of the form area. The footer of the page contains links for "eAuthentication Home", "USDA.gov", "Accessibility Statement", "Privacy Policy", and "Nondiscrimination Statement".

**Important Note:** There is a known issue with the search functionality when no search criteria are provided for a task.  
For example, putting an \* in to search for all users will respond with the following error message:  
"SmImmsCommand (findInScope) Provider call failed Error Code was: -2147418012 Error Message: Unknown Failure ID: 2401"  
**Please be sure to put a name or partial name into the search box to avoid this issue.**

Figure 3 – This screen displays your search results. Click on a radio button to select a user. When done, click “Select” at the bottom of the screen.



The screenshot shows a Microsoft Internet Explorer window titled "IMS - Microsoft Internet Explorer". The address bar displays the URL: [https://imweb.dev.sc.egov.usda.gov/idm/usda\\_im/imcss/index.jsp?](https://imweb.dev.sc.egov.usda.gov/idm/usda_im/imcss/index.jsp?). The page header includes the USDA logo and the text "United States Department of Agriculture" and "USDA eAuthentication". Below the header is a navigation bar with a "Logout" link. The main content area is titled "Designate LRA Role". It contains a search form with the following fields and controls:

- Search for a user:
- in organization:
- where:  =

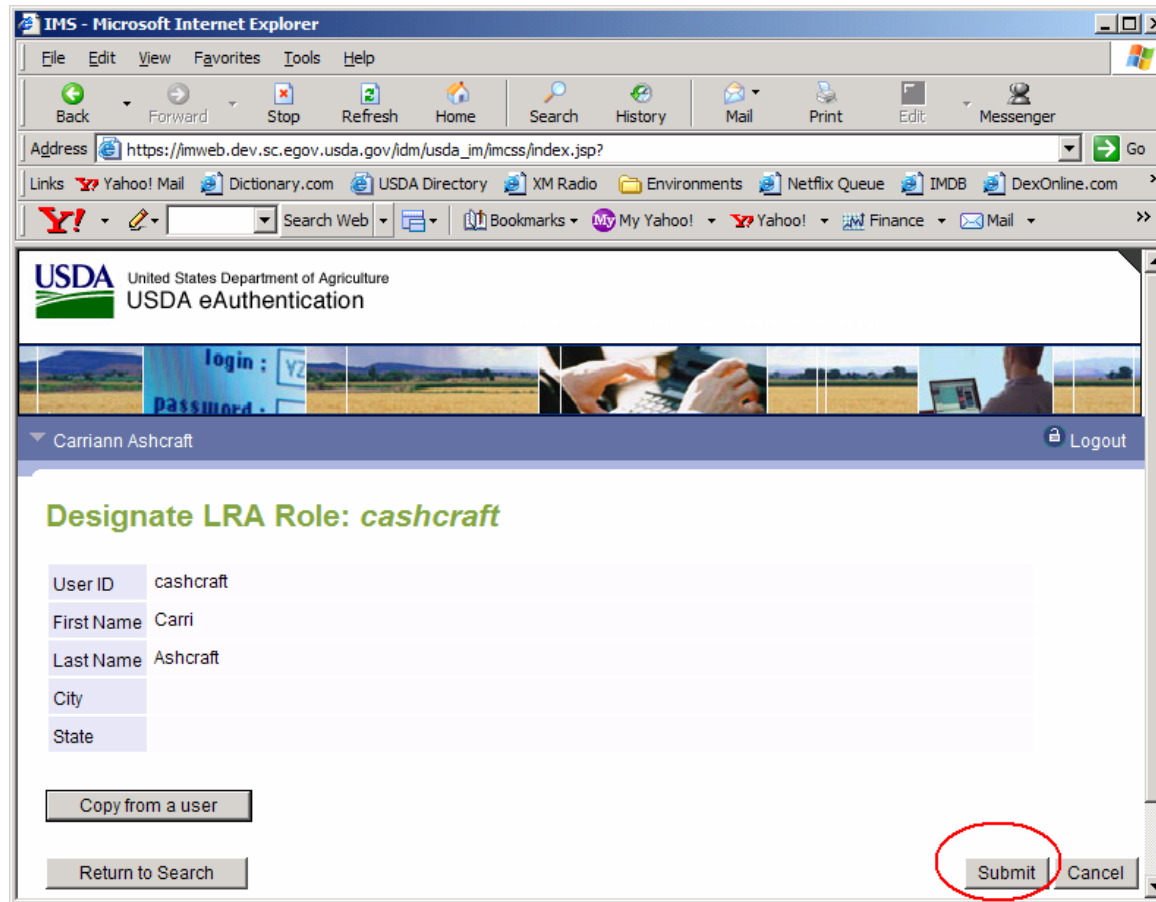
Below the search form is a table with the following columns: Select, User ID, First Name, Last Name, and User organization name. The table contains one row of results:

| Select                           | User ID   | First Name | Last Name | User organization name |
|----------------------------------|-----------|------------|-----------|------------------------|
| <input checked="" type="radio"/> | cashcraft | Carri      | Ashcraft  | webusers               |

At the bottom right of the page, there are two buttons: "Select" and "Cancel".



Figure 4 – Click “Submit” to assign this user the LRA Role.



IMS - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search History Mail Print Edit Messenger

Address [https://imweb.dev.sc.egov.usda.gov/idm/usda\\_im/imcss/index.jsp?](https://imweb.dev.sc.egov.usda.gov/idm/usda_im/imcss/index.jsp?) Go

Links Yahoo! Mail Dictionary.com USDA Directory XM Radio Environments Netflix Queue IMDB DexOnline.com

Y! Search Web Bookmarks My Yahoo! Yahoo! Finance Mail

USDA United States Department of Agriculture  
USDA eAuthentication

login: YZ  
password:

Carriann Ashcraft Logout

**Designate LRA Role: cashcraft**

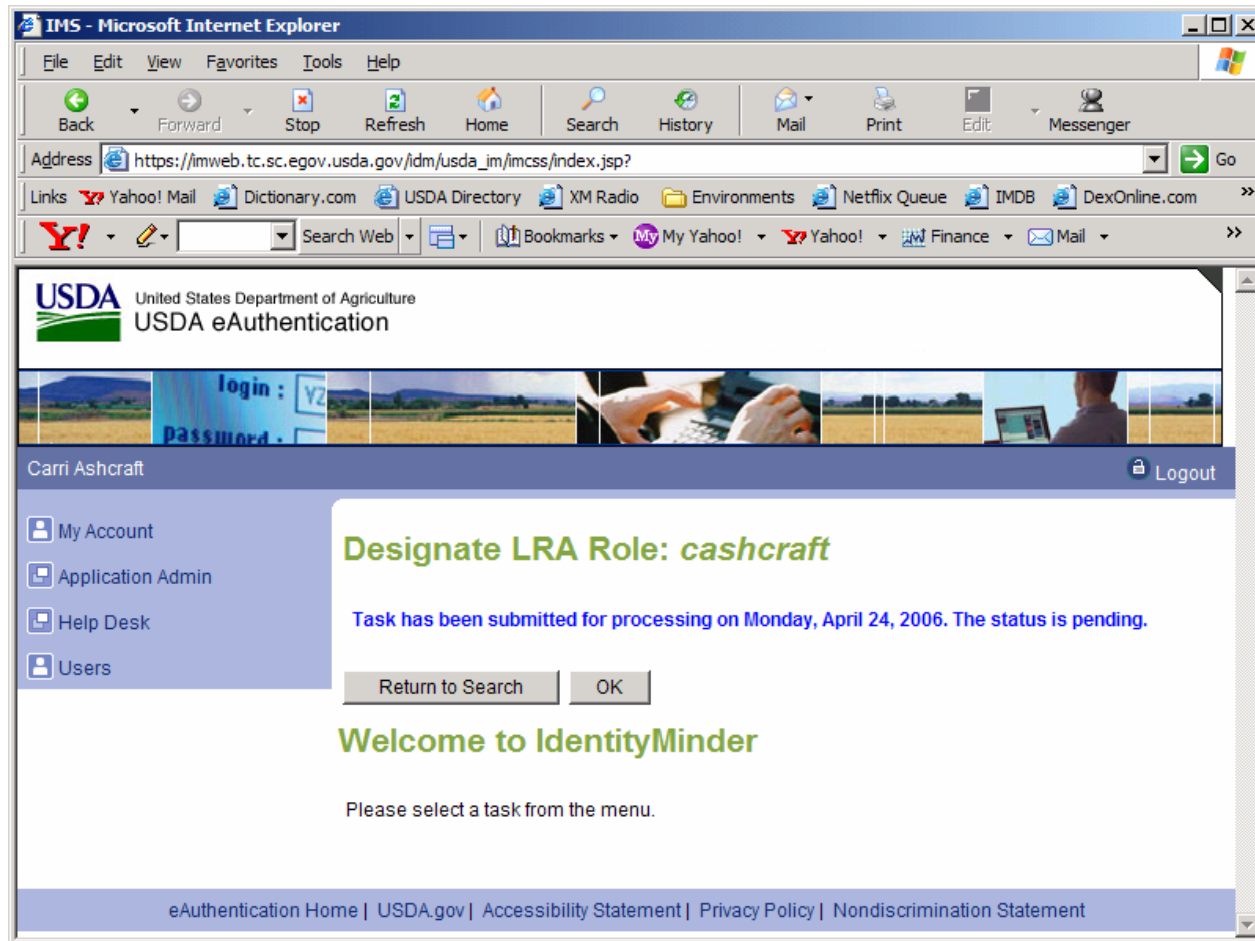
User ID cashcraft  
First Name Carri  
Last Name Ashcraft  
City  
State

Copy from a user

Return to Search

Submit Cancel

Figure 5 - This screen acknowledges the user has been assigned the LRA Role. The user will be sent an automatic email with this acknowledgement. Click “Return to Search, or click “OK” to return to the main screen.



### 3.2 Reset User Password – Help Desk

This task is used for resetting a user’s password.

Figure 8 – Go to “Help Desk” and click on “Reset User Password – Help Desk”.

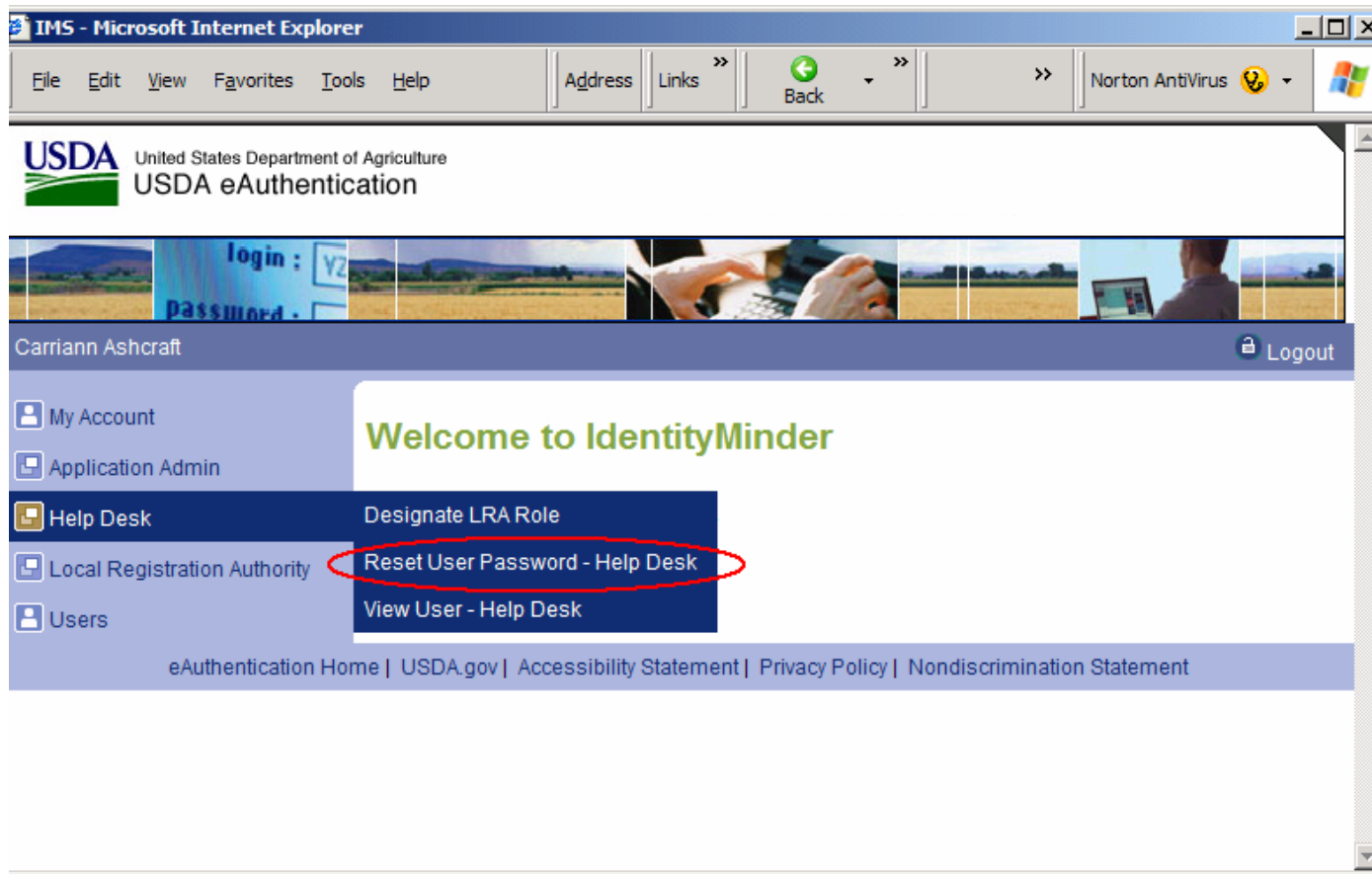
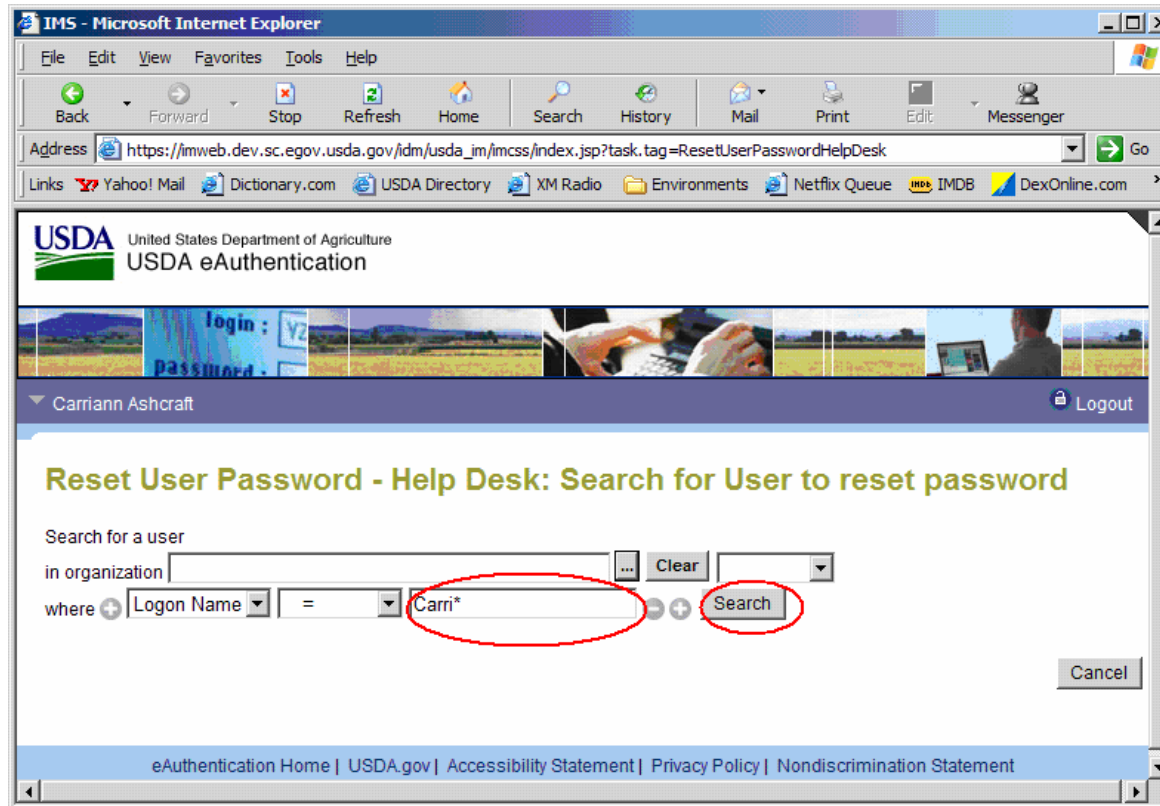


Figure 9 – Enter name in the third box at the bottom according to the variables next to “+” on the left. When done, click “Search”.  
If you would like to return to the main screen, click “Cancel”.



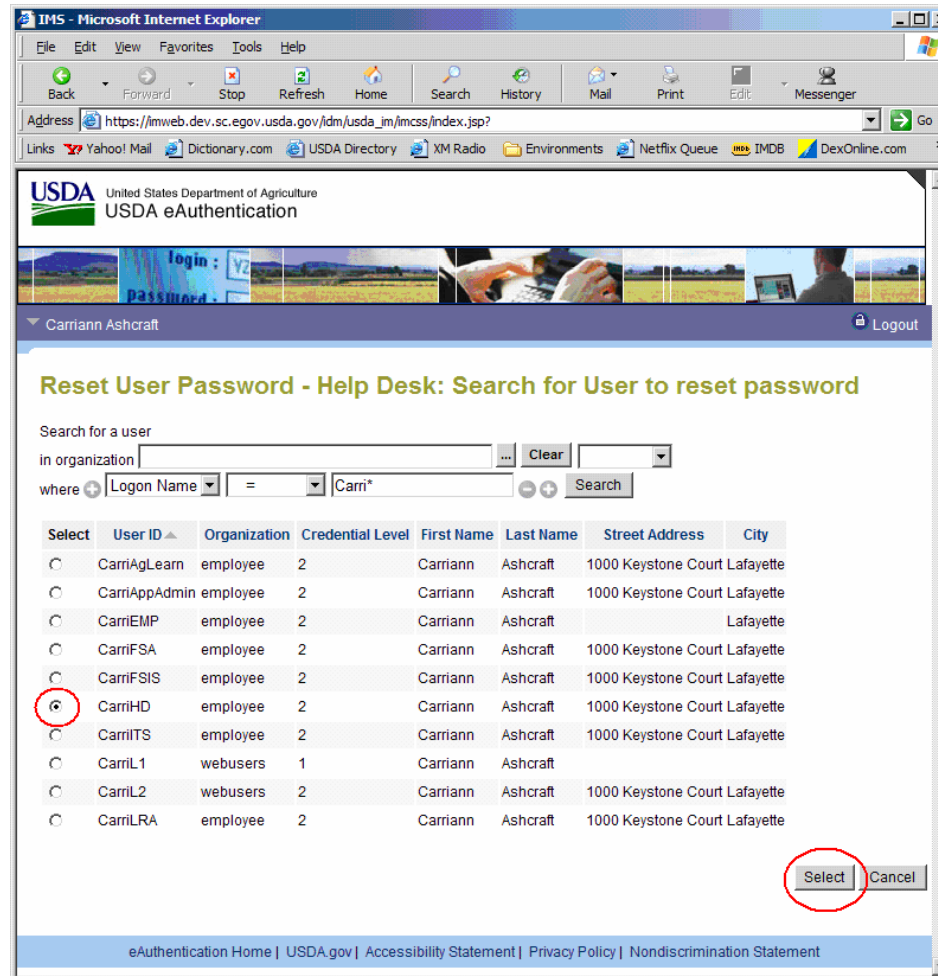
**Important Note:** There is a known issue with the search functionality when no search criteria are provided for a task.

For example, putting an \* in to search for all users will respond with the following error message:

"SmImCommand (findInScope) Provider call failed Error Code was: -2147418012 Error Message: Unknown Failure ID: 2401"

**Please be sure to put a name or partial name into the search box to avoid this issue.**

Figure 10 – This screen displays your search results. Click on a radio button to select a user.  
When done, click “Select” at the bottom of the screen.



IMS - Microsoft Internet Explorer

Address: https://imweb.dev.sc.egov.usda.gov/idm/usda\_im/imcss/index.jsp

United States Department of Agriculture  
USDA eAuthentication

Carriann Ashcraft Logout

### Reset User Password - Help Desk: Search for User to reset password

Search for a user

in organization  Clear

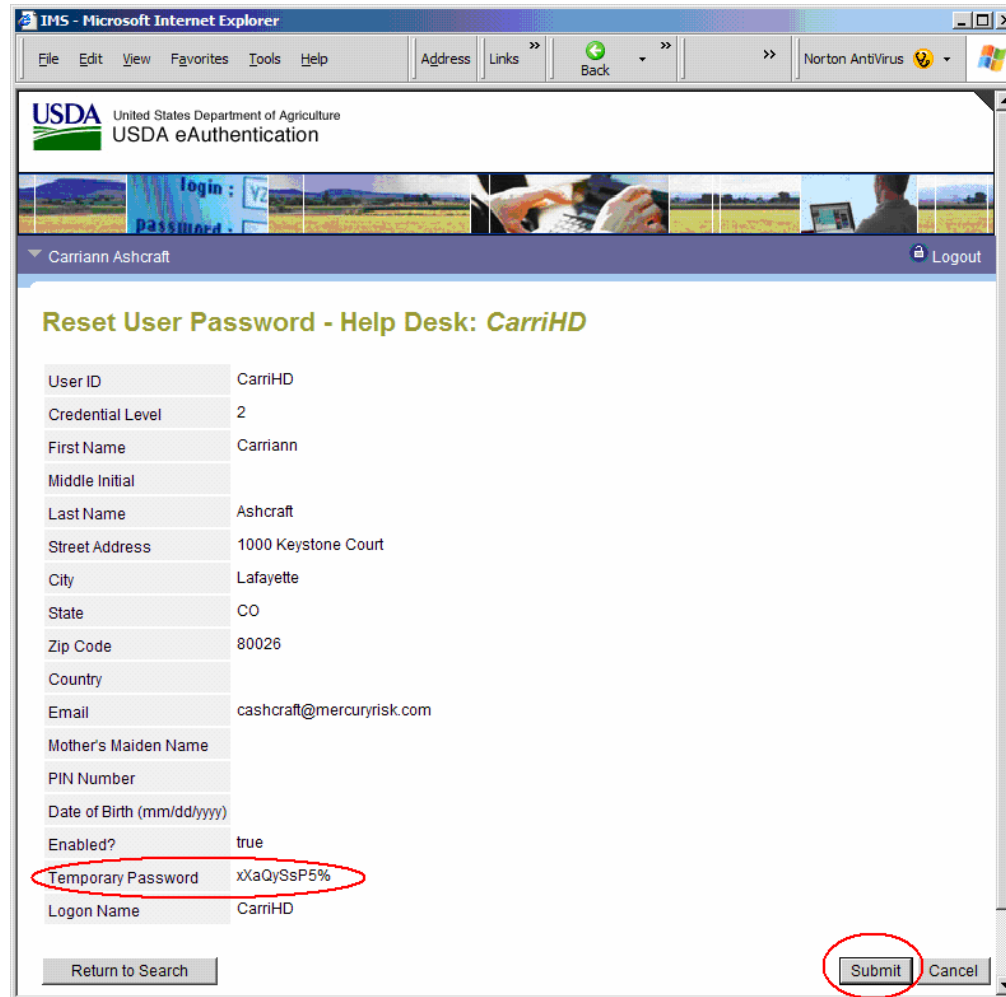
where Logon Name = Carri\* Search

| Select                           | User ID       | Organization | Credential Level | First Name | Last Name | Street Address      | City      |
|----------------------------------|---------------|--------------|------------------|------------|-----------|---------------------|-----------|
| <input type="radio"/>            | CarriAgLearn  | employee     | 2                | Carriann   | Ashcraft  | 1000 Keystone Court | Lafayette |
| <input type="radio"/>            | CarriAppAdmin | employee     | 2                | Carriann   | Ashcraft  | 1000 Keystone Court | Lafayette |
| <input type="radio"/>            | CarriEMP      | employee     | 2                | Carriann   | Ashcraft  |                     | Lafayette |
| <input type="radio"/>            | CarriFSA      | employee     | 2                | Carriann   | Ashcraft  | 1000 Keystone Court | Lafayette |
| <input type="radio"/>            | CarriFSIS     | employee     | 2                | Carriann   | Ashcraft  | 1000 Keystone Court | Lafayette |
| <input checked="" type="radio"/> | CarriHD       | employee     | 2                | Carriann   | Ashcraft  | 1000 Keystone Court | Lafayette |
| <input type="radio"/>            | CarriITS      | employee     | 2                | Carriann   | Ashcraft  | 1000 Keystone Court | Lafayette |
| <input type="radio"/>            | CarriL1       | webusers     | 1                | Carriann   | Ashcraft  |                     |           |
| <input type="radio"/>            | CarriL2       | webusers     | 2                | Carriann   | Ashcraft  | 1000 Keystone Court | Lafayette |
| <input type="radio"/>            | CarriLRA      | employee     | 2                | Carriann   | Ashcraft  | 1000 Keystone Court | Lafayette |

Select Cancel

eAuthentication Home | USDA.gov | Accessibility Statement | Privacy Policy | Nondiscrimination Statement

Figure 11 – This screen will display the customer’s temporary password. Click “Submit” when done.



IMS - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address Links Back Norton AntiVirus

USDA United States Department of Agriculture  
USDA eAuthentication

login :  
password :

Carriann Ashcraft Logout

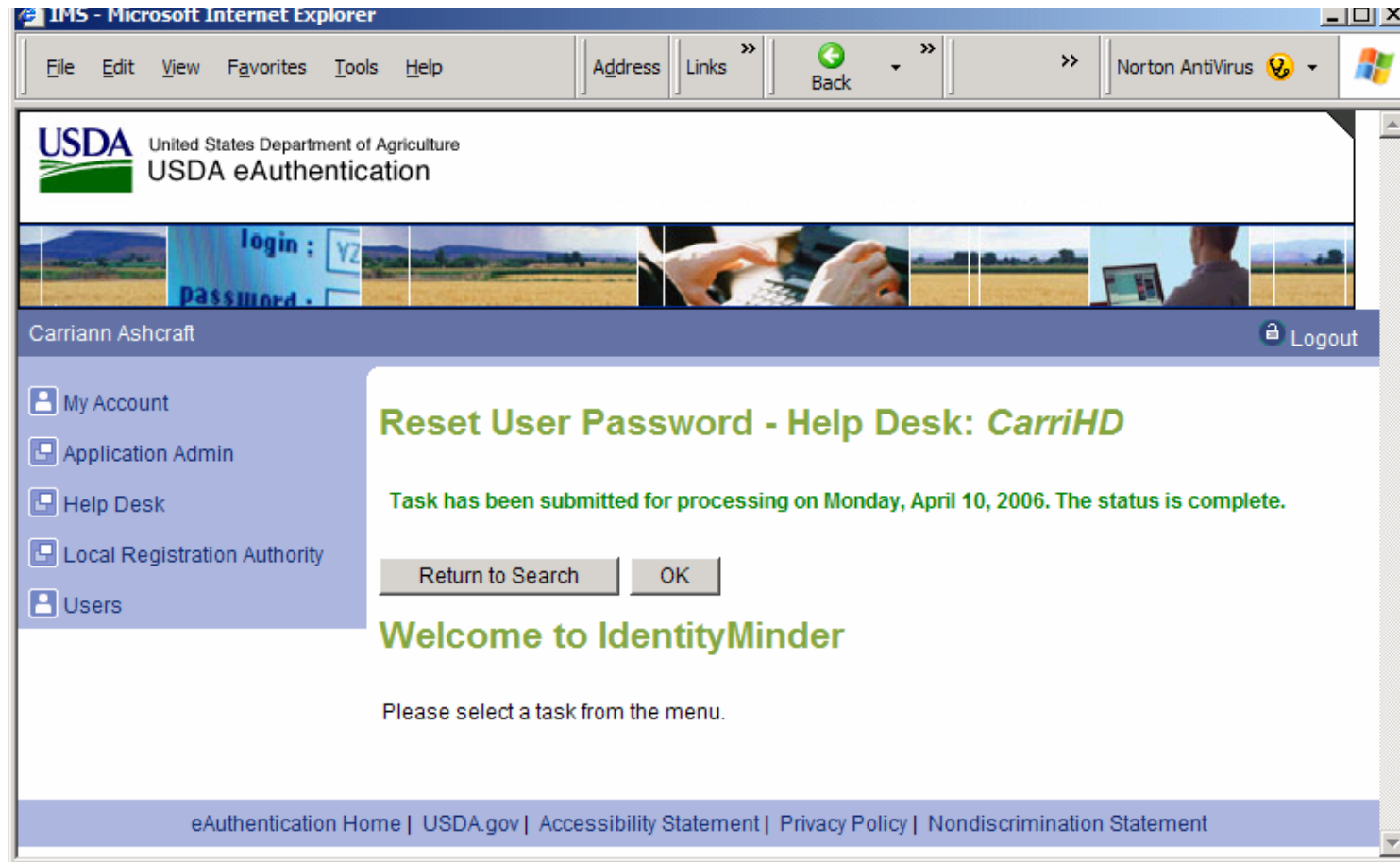
### Reset User Password - Help Desk: CarriHD

|                            |                           |
|----------------------------|---------------------------|
| User ID                    | CarriHD                   |
| Credential Level           | 2                         |
| First Name                 | Carriann                  |
| Middle Initial             |                           |
| Last Name                  | Ashcraft                  |
| Street Address             | 1000 Keystone Court       |
| City                       | Lafayette                 |
| State                      | CO                        |
| Zip Code                   | 80026                     |
| Country                    |                           |
| Email                      | cashcraft@mercuryrisk.com |
| Mother's Maiden Name       |                           |
| PIN Number                 |                           |
| Date of Birth (mm/dd/yyyy) |                           |
| Enabled?                   | true                      |
| Temporary Password         | xXaQySsP5%                |
| Logon Name                 | CarriHD                   |

Return to Search

Submit Cancel

Figure 12 - This screen acknowledges your updates. Click “Return to Search”, or click “OK” to return to the main screen.





### 3.3 View User – Help Desk

This task is used to view a user’s profile, roles, and administrative access.

Figure 13 – Go to “Help Desk” and click on “View User – Help Desk”

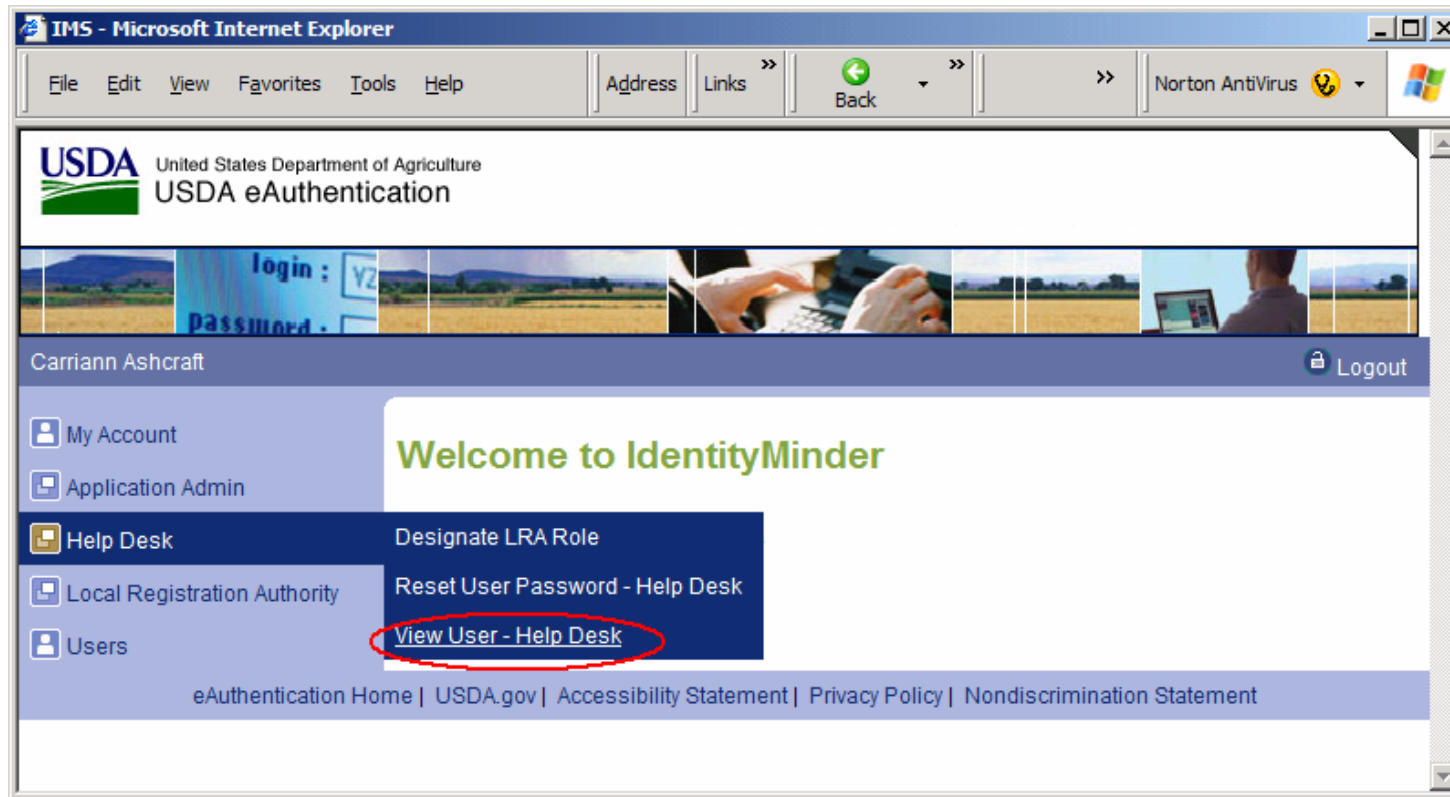
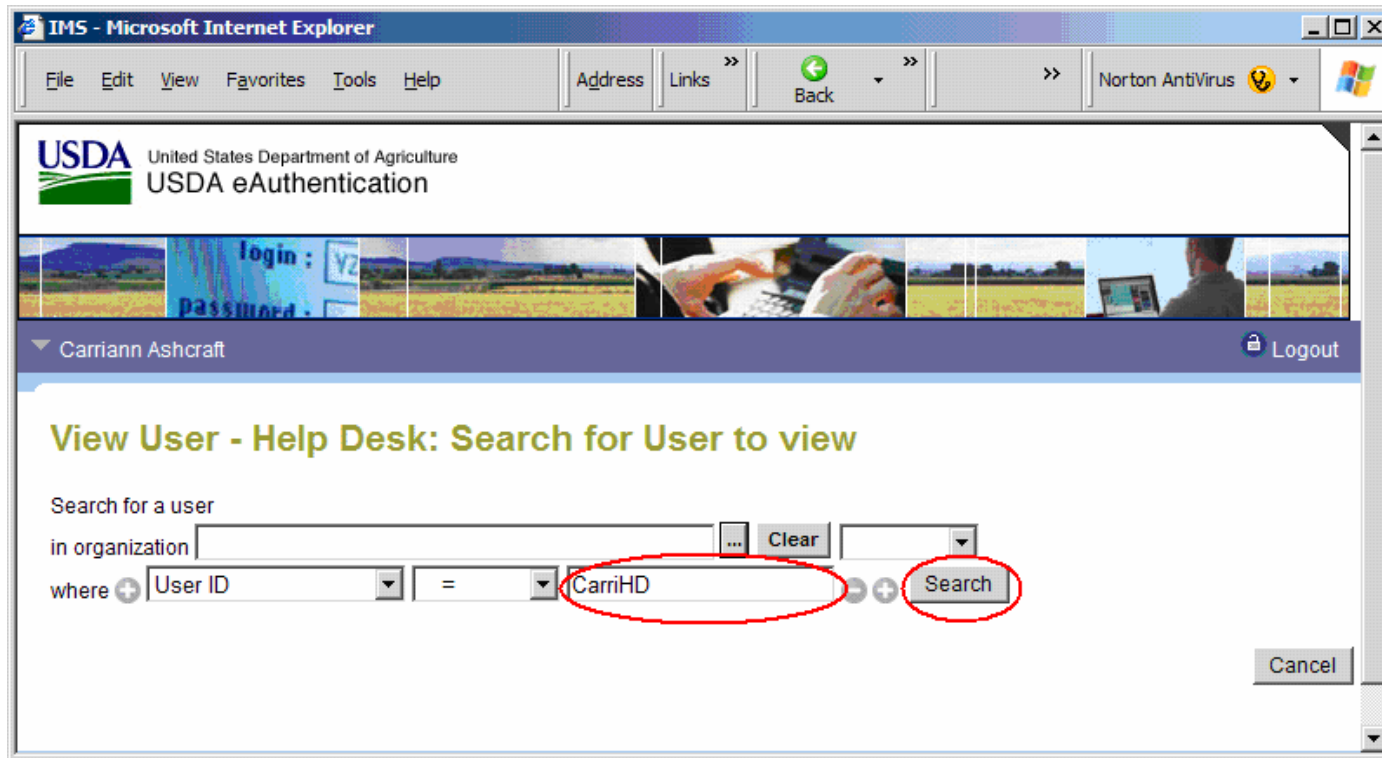




Figure 14 - Enter a name in the third box at the bottom according to the variables next to “+” on the left. When done, click “Search”.  
If you would like to return to the main screen, click “Cancel”.



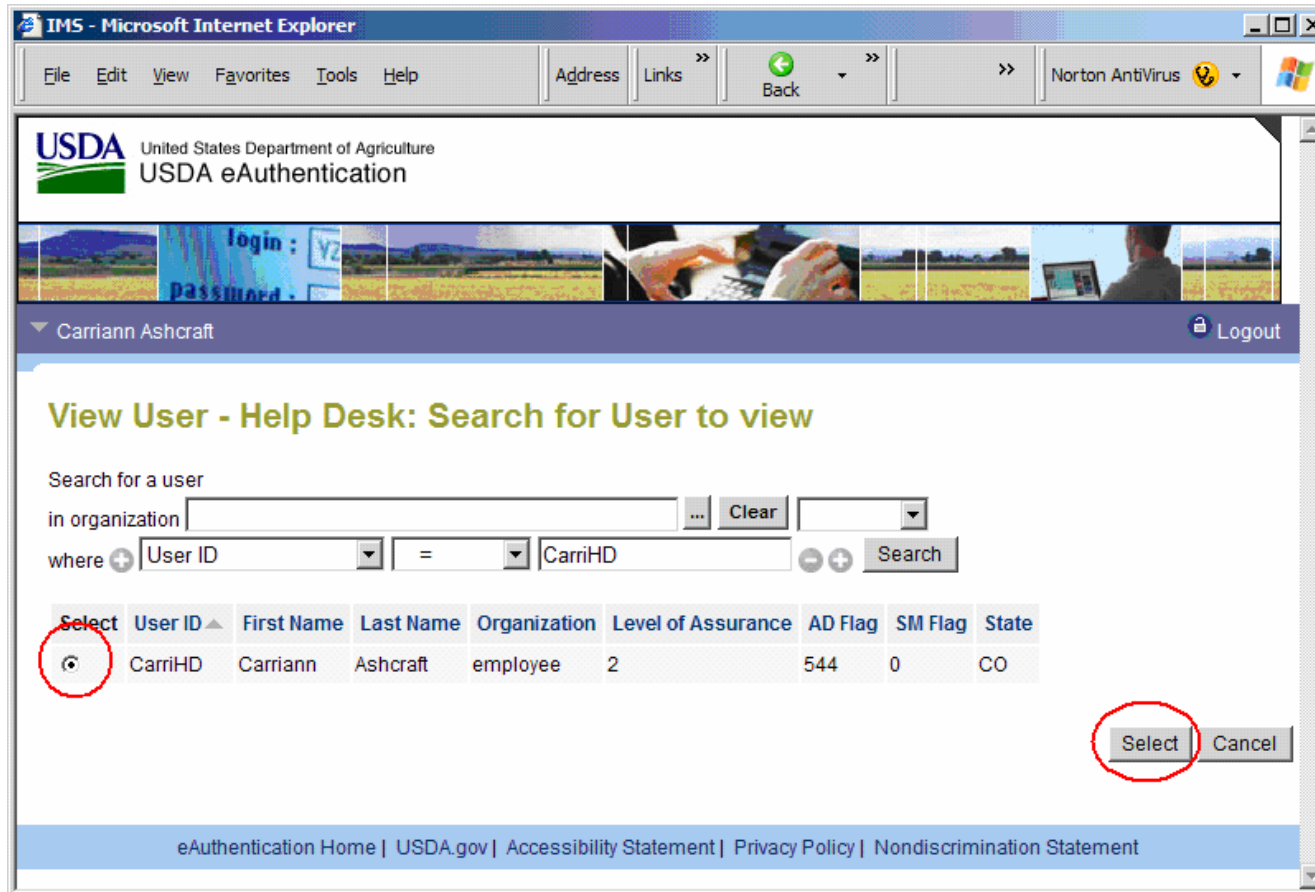
**Important Note:** There is a known issue with the search functionality when no search criteria are provided for a task.

For example, putting an \* in to search for all users will respond with the following error message:

"SmImSqlCommand (findInScope) Provider call failed Error Code was: -2147418012 Error Message: Unknown Failure ID: 2401"

**Please be sure to put a name or partial name into the search box to avoid this issue.**

Figure 15 - This screen displays your search results. Click on a radio button to select a customer. When done, click “Select” at the bottom of the screen.



IMS - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address Links Back Norton AntiVirus

USDA United States Department of Agriculture  
USDA eAuthentication

Carriann Ashcraft Logout

**View User - Help Desk: Search for User to view**

Search for a user  
in organization  ... Clear

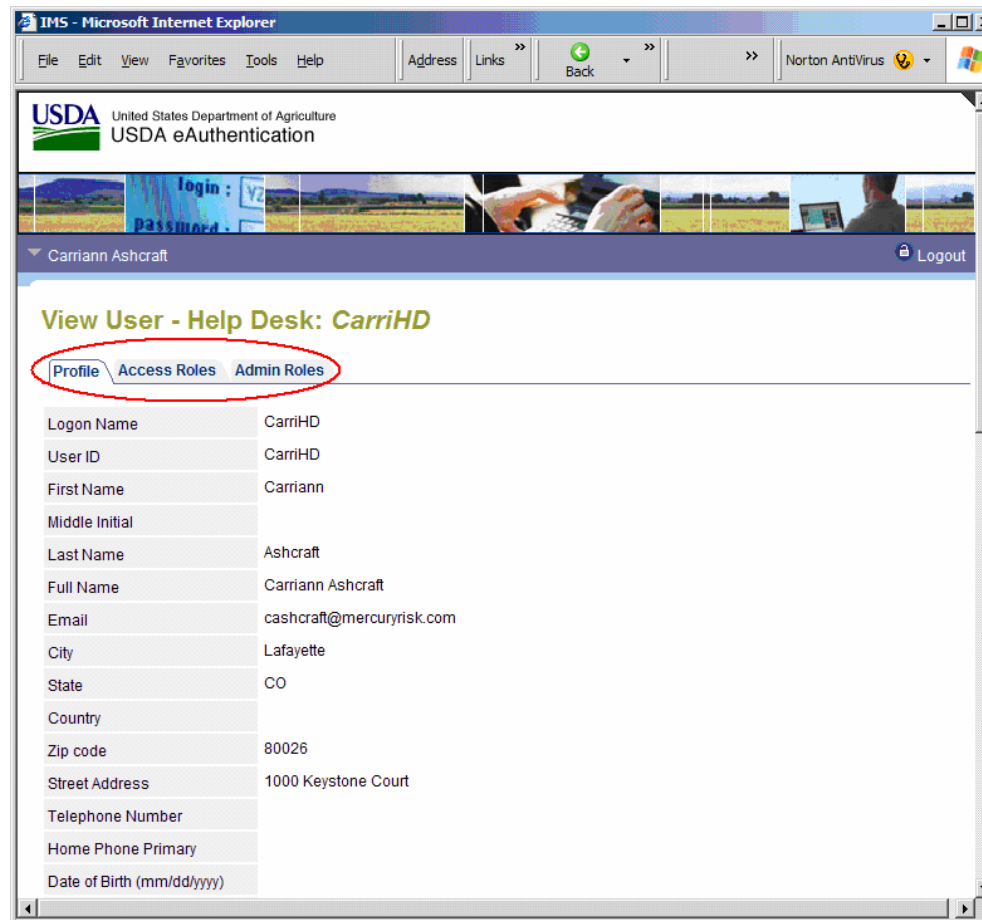
where  User ID  =  CarriHD  Search

| Select                           | User ID | First Name | Last Name | Organization | Level of Assurance | AD Flag | SM Flag | State |
|----------------------------------|---------|------------|-----------|--------------|--------------------|---------|---------|-------|
| <input checked="" type="radio"/> | CarriHD | Carriann   | Ashcraft  | employee     | 2                  | 544     | 0       | CO    |

Select Cancel

eAuthentication Home | USDA.gov | Accessibility Statement | Privacy Policy | Nondiscrimination Statement

Figure 16 - This screen will allow you to view the users profile, roles and administrative access. Click on the tab you would like to view. When done, click at “Close” at the bottom of the screen.



|                            |                           |
|----------------------------|---------------------------|
| Logon Name                 | CarriHD                   |
| User ID                    | CarriHD                   |
| First Name                 | Carriann                  |
| Middle Initial             |                           |
| Last Name                  | Ashcraft                  |
| Full Name                  | Carriann Ashcraft         |
| Email                      | cashcraft@mercuryrisk.com |
| City                       | Lafayette                 |
| State                      | CO                        |
| Country                    |                           |
| Zip code                   | 80026                     |
| Street Address             | 1000 Keystone Court       |
| Telephone Number           |                           |
| Home Phone Primary         |                           |
| Date of Birth (mm/dd/yyyy) |                           |

### 3.4 Enable/Disable User

This task is for enabling or disabling a user's eAuthentication account.

Figure 17 – Go to “User” and then click “Enable/Disable User”.

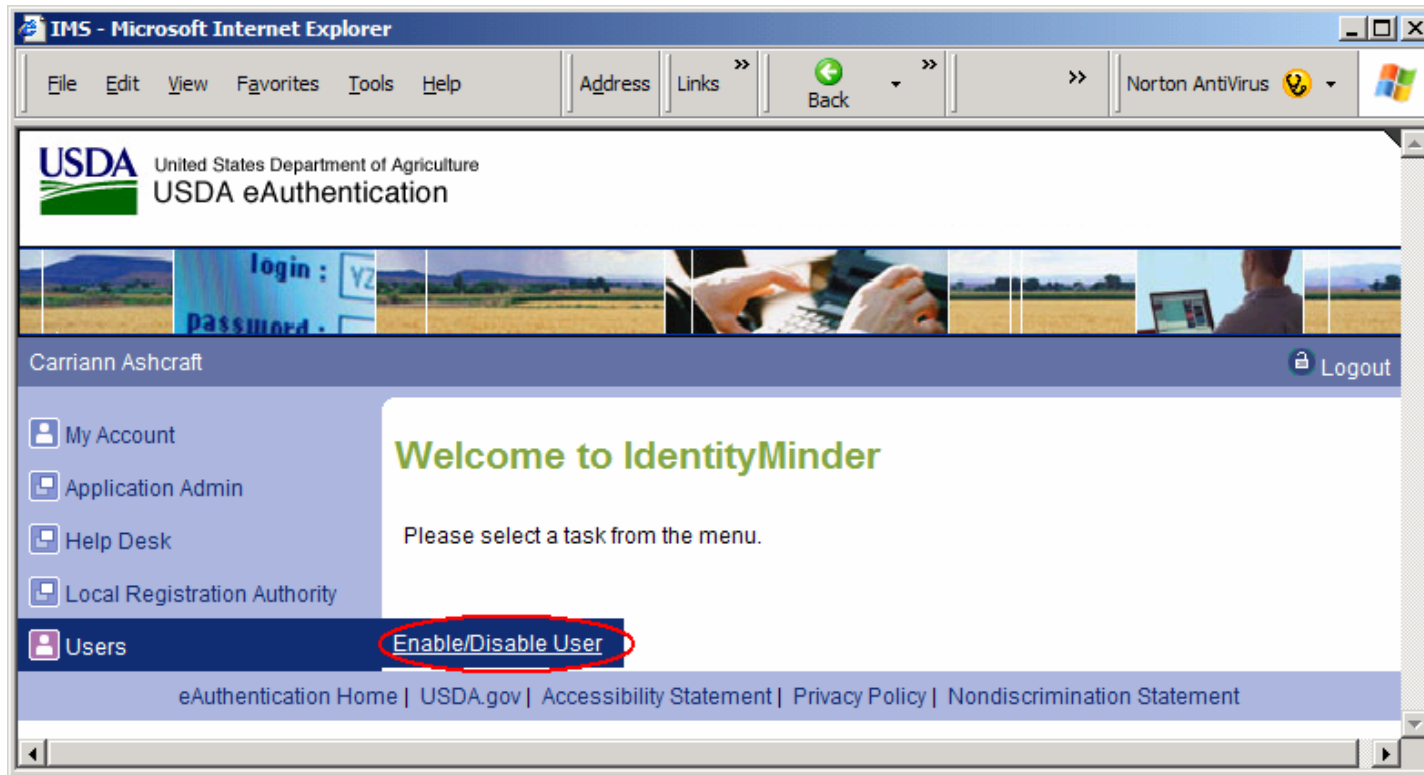
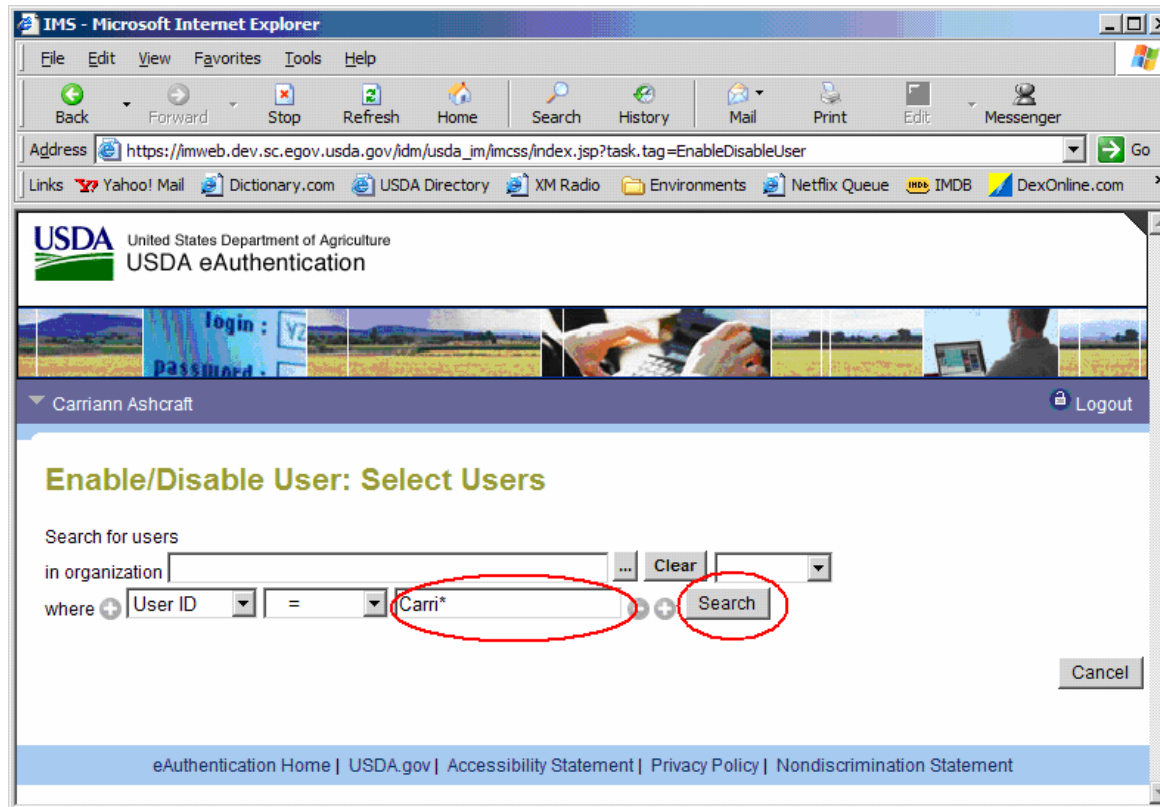


Figure 18 – Enter a name in the third box at the bottom according to the variables next to “+” on the left. When done, click “Search”.  
If you would like to return to the main screen, click “Cancel”.



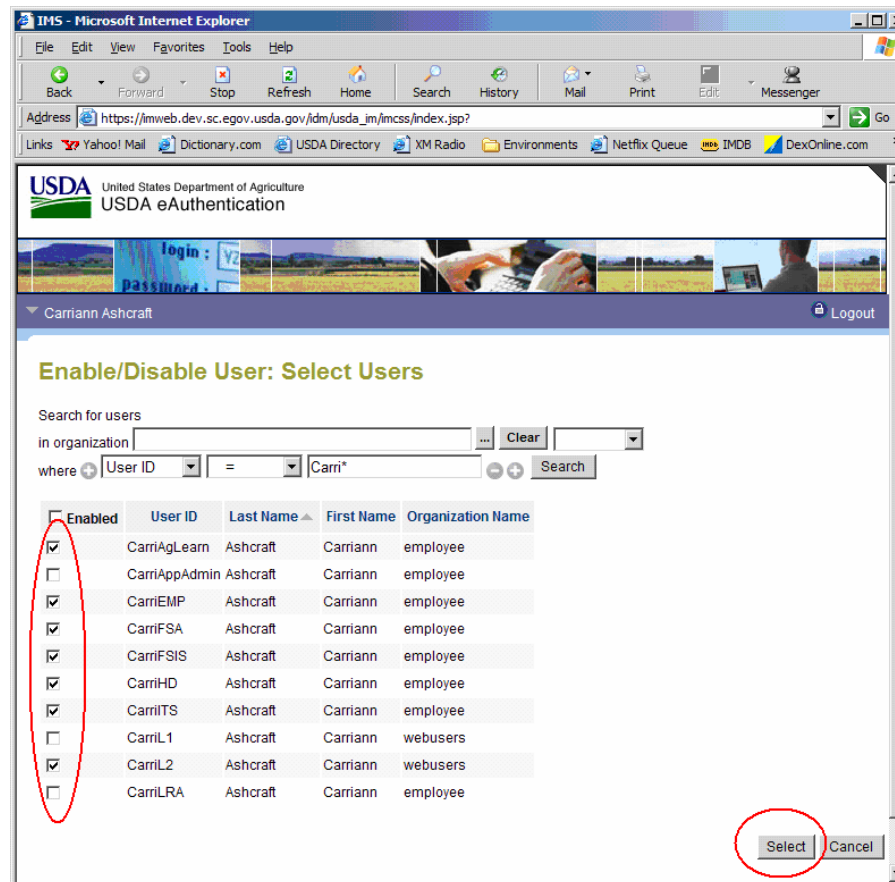
**Important Note:** There is a known issue with the search functionality when no search criteria are provided for a task.

For example, putting an \* in to search for all users will respond with the following error message:

"SmImCommand (findInScope) Provider call failed Error Code was: -2147418012 Error Message: Unknown Failure ID: 2401"

**Please be sure to put a name or partial name into the search box to avoid this issue.**

Figure 19 – User IDs that have a checkmark next to them under the “Enabled” column are enabled users. Those missing a checkmark are disabled. To disable an account, unclick the checkmark next to the User ID. To enable an account, put a checkmark next to the User ID. When done, Click “Select”.



IMS - Microsoft Internet Explorer

Address: https://imweb.dev.sc.egov.usda.gov/idm/usda\_im/imcss/index.jsp?

USDA United States Department of Agriculture  
USDA eAuthentication

login: y2  
password: [redacted]

Carriann Ashcraft Logout

### Enable/Disable User: Select Users

Search for users  
in organization [dropdown] Clear [dropdown]  
where [User ID] = [Carri\*] Search

| Enabled                             | User ID       | Last Name | First Name | Organization Name |
|-------------------------------------|---------------|-----------|------------|-------------------|
| <input checked="" type="checkbox"/> | CarriAgLearn  | Ashcraft  | Carriann   | employee          |
| <input type="checkbox"/>            | CarriAppAdmin | Ashcraft  | Carriann   | employee          |
| <input checked="" type="checkbox"/> | CarriEMP      | Ashcraft  | Carriann   | employee          |
| <input checked="" type="checkbox"/> | CarriFSA      | Ashcraft  | Carriann   | employee          |
| <input checked="" type="checkbox"/> | CarriFSIS     | Ashcraft  | Carriann   | employee          |
| <input checked="" type="checkbox"/> | CarriHD       | Ashcraft  | Carriann   | employee          |
| <input checked="" type="checkbox"/> | CarriITS      | Ashcraft  | Carriann   | employee          |
| <input type="checkbox"/>            | CarriL1       | Ashcraft  | Carriann   | webusers          |
| <input checked="" type="checkbox"/> | CarriL2       | Ashcraft  | Carriann   | webusers          |
| <input type="checkbox"/>            | CarriLRA      | Ashcraft  | Carriann   | employee          |

Select Cancel

Figure 20 – This screen will display the users you have selected to be enabled or disabled. Click “Yes” to complete the process. Click “No” to go back to the selection screen.

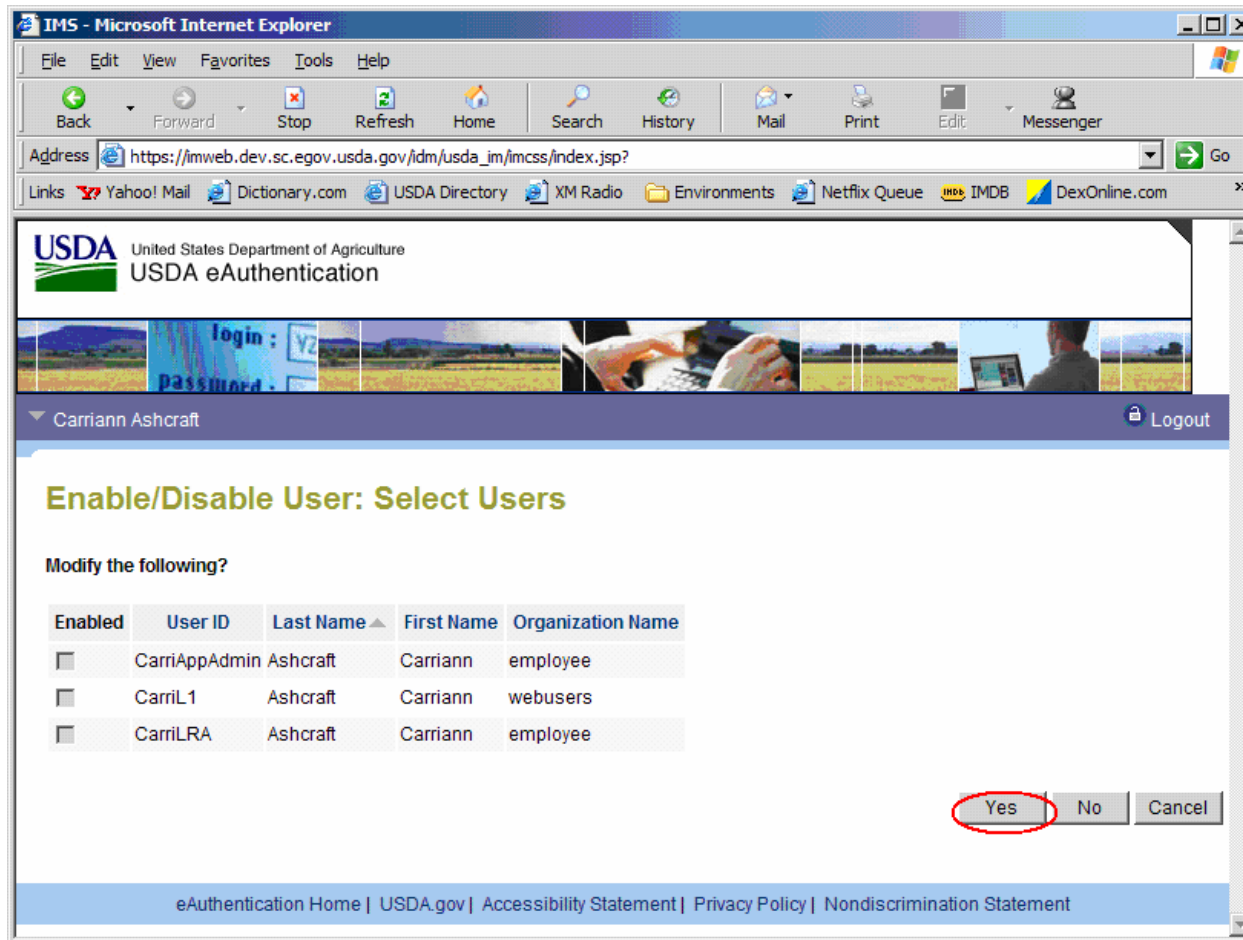
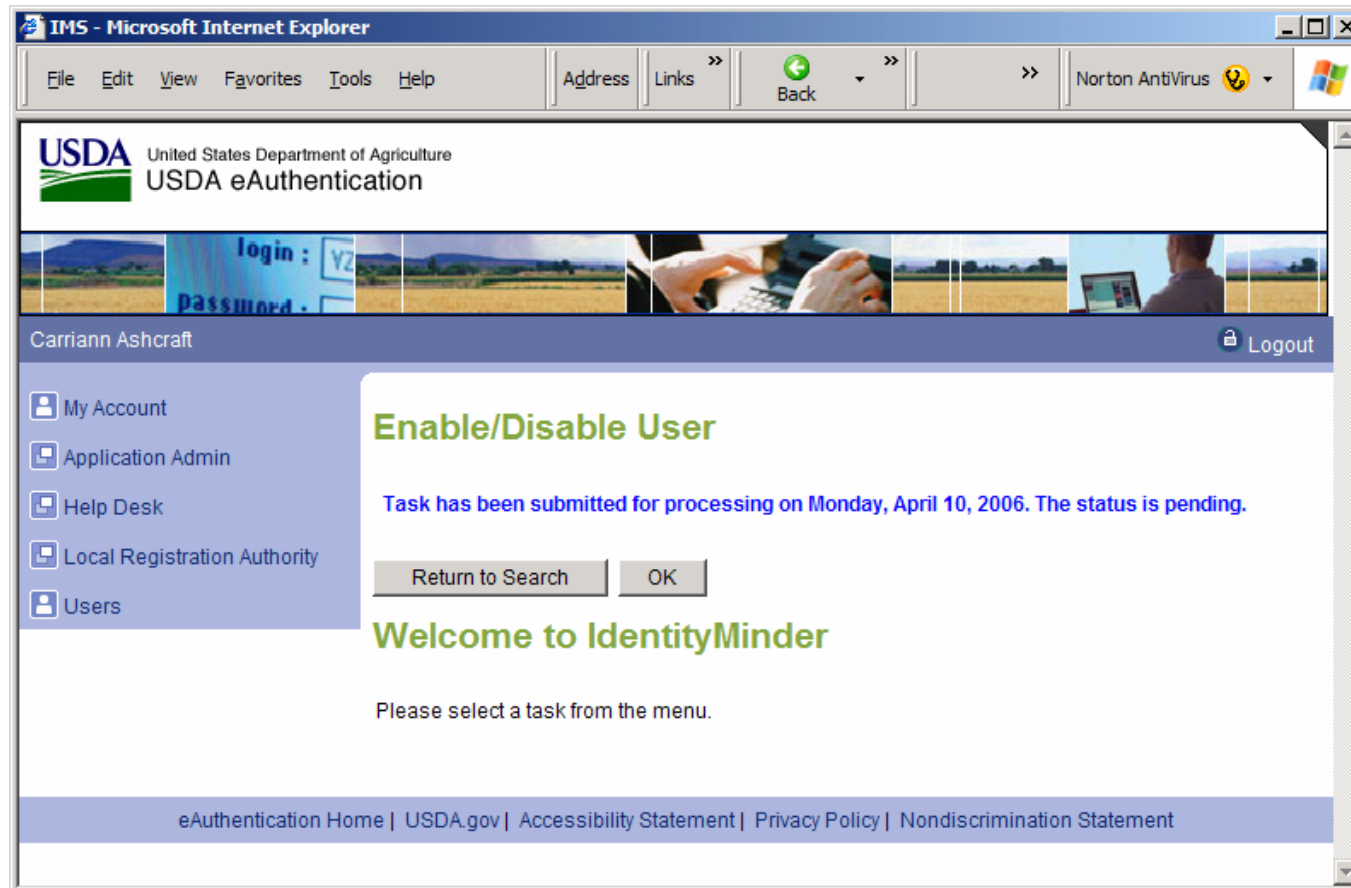


Figure 21 - This screen acknowledges your updates. Click “Return to Search”, or click “OK” to return to the main screen.







## 4 IdentityMinder Support

For further assistance, please contact Robert Shelley @ [Robert.Shelley@ftc.usda.gov](mailto:Robert.Shelley@ftc.usda.gov).